



County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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May 6, 2016

To: Supervisor Hilda L. Solis, Chair
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From: Philip L. Browning
Director

LATINO FAMILY INSTITUTE FOSTER FAMILY AGENCY FISCAL COMPLIANCE ASSESSMENT AND CONTRACT COMPLIANCE REVIEW

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a Fiscal Compliance Assessment of Latino Family Institute Foster Family Agency (the FFA) in September 2015 and a Contract Compliance Review in November 2015. The FFA has one office located in the First Supervisorial District and provides services to the County of Los Angeles DCFS placed children. According to the FFA's Program Statement, its stated purpose is "to maintain families by using extended family or community resources, to facilitate the reunification of children with birth family members who are able and willing to raise and provide a permanent home for these children. When reunification is not possible or in the child's best interest, Latino Family Institute will have Latino families available and prepared to adopt these children."

At the time of the review, the FFA supervised 29 DCFS placed children in 12 Certified Foster Homes (CFHs). The placed children's average length of placement was six months, and their average age was five.

SUMMARY

CAD conducted a Fiscal Compliance Assessment which included an agency-wide review of the FFA's financial records: such as financial statements; bank statements; check register; and personnel files to determine their compliance with the terms, conditions and requirements of the Foster Family Agency Contract, the Auditor-Controller Contract Accounting and Administration Handbook (A-C Handbook) and other applicable federal, State and County regulations and guidelines.

The FFA was in full compliance with all areas of the Fiscal Compliance Assessment: Financial Overview; Loans, Advances and Investments; Board of Directors and Business Influence; Cash/Expenditures; and Payroll and Personnel.

During CAD's Contract Compliance Review, the interviewed children generally reported: feeling safe at the FFA CFHs; having been provided with good care and appropriate services; being comfortable in their placement environment; and treated with respect and dignity. The Certified Foster Parents (CFPs) reported that they were supported by the FFA staff in their efforts to provide care, supervision and service delivery to the children placed in their homes.

The FFA was in full compliance with 8 of 10 applicable sections of CAD's Contract Compliance Review: Licensure/Contract Requirements; Certified Foster Homes; Facility and Environment; Maintenance of Required Documentation and Service Delivery; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; Discharged Children; and Personnel Records. The Psychotropic Medication section was not applicable as the sampled children were not prescribed psychotropic medication at the time of the review.

CAD noted deficiencies in the areas of: Education and Workforce Readiness, related to a child not being enrolled in school within three school days; and Health and Medical Needs, related to an Initial dental examination not being conducted timely.

Attached are the details of CAD's review.

REVIEW OF REPORT

On January 29, 2016, Patricia Kirkpatrick, DCFS CAD, and Dario Villamarin, DCFS Out-of-Home Care Management Division (OHCMD), held an exit conference with the FFA representatives: Maria Quintanilla, Executive Director; and Virginia Olivas, Program Manager. On November 5, 2015, Molly Sun, DCFS CAD, held a Fiscal exit conference with Maria Quintanilla, Executive Director and Wilson Castellon, Chief Financial Officer. The FFA's representatives agreed with the review findings and recommendations; were receptive to implementing systemic changes to improve the FFA's compliance with regulatory standards and agreed to address the noted deficiencies in a Corrective Action Plan (CAP).

A copy of this compliance report has been sent to the Auditor-Controller and Community Care Licensing.

The FFA provided the attached approved Compliance CAP addressing the recommendations noted in this report.

If you have any questions, your staff may contact me or Aldo Marin, Board Relations Manager, at (213) 351-5530.

PLB:KR
LTI:pk

Attachments

c: Sachi A. Hamai, Chief Executive Officer
John Naimo, Auditor-Controller
Public Information Office
Audit Committee
Maria Quintanilla, Executive Director, Latino Family Institute
Lenora Scott, Regional Manager, Community Care Licensing Division
Lajuannah Hills, Regional Manager, Community Care Licensing Division

**LATINO FAMILY INSTITUTE FOSTER FAMILY AGENCY
FISCAL COMPLIANCE ASSESSMENT REVIEW
FISCAL YEAR 2015 –2016**

SCOPE OF REVIEW

The Fiscal Compliance Assessment included a review of Latino Family Institute Foster Family Agency's (the FFA's) financial records for the period of January 1, 2012 through December 31, 2012 and May 1, 2015 through September 30, 2015. CAD reviewed the financial statements, bank statements, check register, and personnel files to determine the FFA's compliance with the terms, conditions, and requirements of the FFA Contract, the Auditor-Controller Contract Accounting and Administration Handbook (A-C Handbook) and other applicable federal, State and County regulations and guidelines.

The on-site Fiscal Compliance Assessment review focused on five key areas of internal controls:

- Financial Overview,
- Loans, Advances and Investments,
- Board of Directors and Business Influence,
- Cash/Expenditures, and
- Payroll and Personnel.

The FFA was in full compliance with all areas of the Fiscal Compliance Assessment: Financial Overview; Loans, Advances and Investments; Board of Directors and Business Influence; Cash/Expenditures; and Payroll and Personnel.

FISCAL COMPLIANCE

No deficiencies noted.

PRIOR YEAR FISCAL COMPLIANCE ASSESSMENT FOLLOW-UP

CAD conducted a Fiscal Compliance Assessment of the FFA in County Fiscal Year (FY) 2014-2015. The assessment indicated two recommendations to the Contractor. CAD verified that the recommendations have been implemented by the FFA.

NEXT FISCAL COMPLIANCE ASSESSMENT

The next Fiscal Compliance Assessment of the FFA will be conducted in County FY 2016-2017.

**LATINO FAMILY INSTITUTE FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW SUMMARY**

**1501 W. Cameron Ave., Suite 240
West Covina, CA 91790**

License Number: 19780382

| | Contract Compliance Review | Findings: November 2015 |
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| I | <p><u>Licensure/Contract Requirements</u> (7 Elements)</p> <ol style="list-style-type: none"> 1. Timely Notification for Child's Relocation 2. Timely, Cross-Reported SIRs 3. Runaway Procedures in Accordance with the Contract 4. Are there CCL Citations/OHCMD Safety Reports 5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training 6. FFA Pays Certified Foster Parents (CFP) Whole Foster Family Home Payments 7. FFA Conducts an Assessment of CFP Prior to Placement of Two (2) or More Children | Full Compliance (All) |
| II | <p><u>Certified Foster Homes</u> (12 Elements)</p> <ol style="list-style-type: none"> 1. Home Study and Safety Inspection Conducted Prior to Certification 2. Agency's Inquiry with OHCMD for Historical Information Prior to Certification 3. Timely Criminal Clearances (Federal Bureau of Investigation (FBI), Department of Justice (DOJ), Child Abuse Central Index (CACI)), Prior to Certification 4. Timely, Completed, Signed Criminal Background Statement 5. Health Screening & TB Test Prior to Certification 6. All Required Training Prior to Certification 7. Certificate of Approval on File/Including Capacity 8. Safety Inspection Completed At Least Every Six Months or Per-Approved Program Statement 9. Completed Annual Training Hours for Re-certification and Current CPR/First-Aid/Water Safety Certificates 10. Current Driver's License (DL)/Auto Insurance/Annual Vehicle Maintenance Documentation for CFPs and Designated Drivers 11. Criminal Clearances and Health Screening /CDL/CPR/FBI/DOJ/CACI/Auto Insurance for Other Adults in the Home | Full Compliance (All) |

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| | 12. FFA Assists CFPs in Providing Transportation Needs | |
| III | <u>Facility and Environment</u> (7 Elements) <ol style="list-style-type: none"> 1. Exterior/Grounds Well Maintained 2. Common Areas Well Maintained 3. Children's Bedrooms/Interior Well Maintained 4. Sufficient and Appropriate Educational Resources 5. Adequate Perishable and Non-Perishable Food 6. CFP Conducted Disaster Drills and Documentation Maintained 7. Money and Clothing Allowance Logs Maintained | Full Compliance (All) |
| IV | <u>Maintenance of Required Documentation and Service Delivery</u> (10 Elements) <ol style="list-style-type: none"> 1. FFA Obtains or Documents Efforts to Obtain DCFS Children's Social Worker's (CSW's) Authorization to Implement NSPs 2. CFPs Participated in the Development of the NSPs 3. Children Progressing Towards Meeting NSP Goals 4. FFA Social Workers Develop Timely, Comprehensive Initial NSP with Child's Participation 5. FFA Social Workers Develop Timely, Comprehensive, Updated NSPs with Child's Participation 6. Therapeutic Services Received 7. Recommended Assessments/Evaluations Implemented 8. DCFS Children's Social Worker's Monthly Contacts Documented in Child's Case File 9. FFA Social Workers Develop Timely, Comprehensive Quarterly Reports 10. FFA Social Workers Conduct Required Visits | Full Compliance (All) |
| V | <u>Education and Workforce Readiness</u> (5 Elements) <ol style="list-style-type: none"> 1. Children Enrolled in School Within Three School Days 2. Children Attend School as Required and FFA Facilitates in Meeting Children's Educational Goals 3. Current Children's Report Cards/Progress Reports Maintained 4. Children's Academic Performance and/or Attendance Increased 5. FFA Facilitates Child's Participation in YDS or Equivalent Services and Vocational Programs | 1. Improvement Needed 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance |

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| VI | <u>Health and Medical Needs</u> (4 Elements) <ol style="list-style-type: none"> 1. Initial Medical Exams Conducted Timely 2. Follow-Up Medical Exams Conducted Timely 3. Initial Dental Exams Conducted Timely 4. Follow-Up Dental Exams Conducted Timely | <ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Improvement Needed 4. Full Compliance |
| VII | <u>Psychotropic Medication</u> (2 Elements) <ol style="list-style-type: none"> 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review | Full Compliance (All) |
| VIII | <u>Personal Rights and Social/Emotional Well-Being</u> (10 Elements) <ol style="list-style-type: none"> 1. Children Informed of Agency's Policies and Procedures 2. Children Feel Safe in the CFP Home 3. CFPs' Efforts to Provide Nutritious Meals and Snacks 4. CFPs Treat Children with Respect and Dignity 5. Children Allowed Private Visits, Calls and to Receive Correspondence 6. Children Free to Attend or Not Attend Religious Services/Activities of Their Choice 7. Children's Chores are Reasonable 8. Children Informed About Their Medication and Right to Refuse Medication 9. Children Aware of Right to Refuse or Receive Medical, Dental and Psychiatric Care 10. Children Given Opportunities to Participate in Extracurricular Activities, Enrichment and Social Activities | Full Compliance (All) |
| IX | <u>Personal Needs/Survival and Economic Well-Being</u> (7 Elements) <ol style="list-style-type: none"> 1. Clothing Allowance Provided in Accordance with FFA Program Statement 2. Ongoing Clothing Inventories of Adequate Quantity and Quality 3. Children Involved in the Selection of Their Clothing 4. Provision of Sufficient Supply of Clean Towels and Personal Care Items Meeting Ethnic Needs 5. Minimum Weekly Monetary Allowances 6. Management of Allowance/Earnings 7. Encouragement and Assistance with a Life Book/ Photo Album | Full Compliance (All) |

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| X | <u>Discharged Children</u> (3 Elements) 1. Completed Discharge Summary 2. Attempts to Stabilize Children's Placement 3. Child Completed High School (if applicable) | Full Compliance (All) |
| XI | <u>Personnel Records</u> (9 Elements) 1. Criminal Clearances (FBI, DOJ, CACI) Signed and Submitted Timely 2. Timely, Completed, Signed Criminal Background Statement 3. FFA Social Workers Met Education/Experience Requirements 4. Timely Employee Health Screening/TB Clearances 5. Valid CDL and Auto Insurance 6. FFA Employees Signed Copies of the FFA Policies and Procedures 7. FFA Employees Completed All Required Training and Documentation Maintained 8. FFA Social Workers Have Appropriate Caseload Ratio 9. FFA Maintained Written Declarations for Part-Time Contracted FFA Social Workers Caseloads Not to Exceed a Total of 15 Children | Full Compliance (All) |

**LATINO FAMILY INSTITUTE FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW
FISCAL YEAR 2015-2016**

SCOPE OF REVIEW

The following report is based on a "point in time" review. This compliance report addresses findings noted during the November 2015 review. The purpose of this review was to assess Latino Family Institute Foster Family Agency's (the FFA's) compliance with the County Contract and State regulations, and included a review of the FFA's Program Statement, as well as administrative internal policies and procedures. The compliance review covered the following 11 areas:

- Licensure/Contract Requirements,
- Certified Foster Homes,
- Facility and Environment,
- Maintenance of Required Documentation and Service Delivery,
- Education and Workforce Readiness,
- Health and Medical Needs,
- Psychotropic Medications,
- Personal Rights/ Social/Emotional Well-Being,
- Personal Needs/Survival and Economic Well-Being,
- Discharged Children, and
- Personnel Records.

For purpose of this review, six placed children were selected for the sample. The Contracts Administration Division (CAD) interviewed four of the six children, as two children were too young to be interviewed. During the home visits, the children were observed to be comfortable and well cared in the Certified Foster Homes (CFHs) and their Certified Foster Parents (CFPs) were observed to be responsive to the needs of the children. CAD reviewed six case files to assess the level of care and services the children received. Additionally, four discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, the placed children were not prescribed psychotropic medication.

CAD reviewed five CFP files and five staff files for compliance with Title 22 Regulations and County contract requirements. Site visits were conducted to the FFA and the CFHs to assess the quality of care and supervision provided to the placed children.

CONTRACTUAL COMPLIANCE

CAD found the following two areas out of compliance:

Education and Workforce Readiness

- Child not enrolled in school within three school days.

One child placed on April 17, 2015, was not enrolled in school until April 24, 2015.

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During the exit conference, the FFA representatives indicated that the school would not accept the child for enrollment because the FFA had not received the child's immunization record. They stated that they would ensure all CFPs were informed regarding the placed children's enrollment in school within three school days.

Recommendation:

The FFA's management shall ensure that:

1. Children are enrolled in school within three school days.

Health and Medical Needs

- The Initial dental exam was not conducted timely.

One child placed on April 17, 2015, did not have an Initial dental examination until June 1, 2015.

During the exit conference, the FFA representatives acknowledged the importance of timely dental examinations and indicated that the FFA's Social Workers would be instructed to remind all CFPs that children must receive all necessary examinations timely.

Recommendation:

The FFA's management shall ensure that:

2. Initial dental examinations are conducted timely.

**PRIOR YEAR FOLLOW-UP FROM DEPARTMENT OF CHILDREN AND FAMILY SERVICES
CAD'S FFA CONTRACT COMPLIANCE REVIEW**

CAD's last compliance report dated December 10, 2015, identified eight recommendations.

Results:

Based on CAD's follow-up, the FFA implemented all of the recommendations for which they were to ensure that:

- A certificate of approval is on file, which includes the CFH's capacity.
- Current vehicle maintenance documentation is adequate.
- Adequate perishable and non-perishable food is maintained.
- CFPs conduct disaster drills and maintain adequate documentation.
- Money and clothing allowance logs are maintained.

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- Current court authorization for administration of psychotropic medication is on file.
- Children are involved in the selection of their clothing.
- FFA employees complete all required training and documentation is maintained.

At the exit conference, the FFA representatives stated their desire to remain in compliance with Title 22 regulations and contractual requirements and reiterated that the FFA will implement procedures to strive towards greater compliance. The FFA will consult with the Out-of-Home Care Management Division for additional support and technical assistance and CAD will assess implementation of the recommendations during the next review.



LATINO FAMILY INSTITUTE

1501 Cameron Avenue Suite 240 West Covina, CA. 91790 (626) 472-0123

February 9, 2016

Patricia Kirkpatrick, Children's Services Administrator I
Contracts Administration Division - Contract Compliance
3530 Wilshire Blvd., 4th Floor
Los Angeles, CA 90010

**RE: Corrective Action Plan ~ Review November 2015
Latino Family Institute**

Ms. Kirkpatrick,

Your recent Contract Compliance Review resulted in some areas that require our attention in improving our compliance with the Department of Children and Family Services county contract. This Corrective Action Plan is designed to address both of your concerns noted in your review.

V. EDUCATION AND WORKFORCE READINESS: #37. Was the child enrolled in school within three days after placement or did the FFA document efforts?

The review of a file of an eight-year-old female foster child revealed that the child was not enrolled in school within three days of placement. In this particular case, this was a temporary emergency placement and Latino Family Institute (LFI) did not receive the placement paperwork in a timely manner. Additionally, school personnel did not accept placement of the child because she was missing her immunization records.

Moving forward, LFI has will include in every placement packet a letter written by DCFS educating school personnel about AB490-Foster Youth Education Rights. This way, certified parents will be instructed by LFI staff to show this letter to school personnel at the time of enrollment and insist that the youth be immediately enrolled in school.

On 2/4/16, LFI Program Manager met with LFI staff to review and distribute information regarding AB 490. FFA social work staff will distribute and educate all certified foster parents accordingly during the next home visit. Families will also be reminded at the next quarterly training in April 9th, 2017.

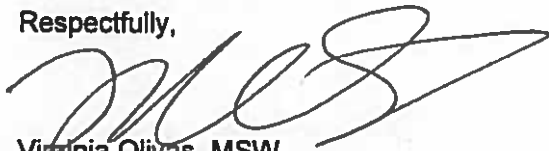
VI. HELTH AND MEDICAL NEEDS: #44. Are Initial dental examinations conducted timely?

The review of a file of an eight-year-old female foster child revealed that the child did not receive a dental exam within thirty days of placement. In this particular case, there were scheduling conflicts with the dental appointment and the appointment took place after the thirty day period.

On 2/4/16, LFI Program Manager met with LFI staff to review guidelines regarding the thirty day timeline for initial medicals and dentals. FFA social work staff will reiterate to all certified foster parents the importance of adhering to the thirty day guidelines during the next home visit. Families will also be reminded at the next quarterly training on April 9th, 2016.

I appreciate your continued collaborative partnership and honest feedback to improve program services. Please feel free to contact me if you require further action, revisions, or clarifications.

Respectfully,



Virginia Olivas, MSW
LFI Program Manager
(626) 712-8201
volivas@lfi.services.org

cc: Mr. Dario Villamarin
DCFS OHCMD Monitor